

**PATENT APPLICATION  
INITIAL INFORMATION DATA SHEET**

**INVENTOR INFORMATION**

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**CORRESPONDENCE INFORMATION**

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**APPLICATION INFORMATION**

Title Line One:: Business Performance And  
Title Line Two:: Customer Care Quality  
Title Line Three:: Measurement  
Total Drawing Sheets:: 12  
Formal Drawings?:: No  
Application Type:: Utility  
Docket Number:: 062403.P001

**REPRESENTATIVE INFORMATION**

Registration Number One:: 50,787